



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of:

Ronald A. KATZ

Serial No.: 09/317,807

Filed: May 24, 1999

For: MULTIPLE-FORMAT  
TELEPHONIC INTERFACE  
CONTROL SYSTEM

) Group Art Unit: 2643

) Examiner: S. Woo

) Attorney Docket No.: 6646-108N5

) Customer No.: 50-1636

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**  
**UNDER 37 C.F.R. 1.97(c)**

Sir:

Further to Forms PTO-1449 submitted before (Set I through SUPPLEMENTAL XIII), Applicant is submitting additional Forms PTO (SUPPLEMENTAL XIII-XV) citing references cited before in a related application or new references that were recently brought to Applicant's attention. The references may or may not be "material" pursuant to 37 C.F.R. § 1.56. Applicant requests the Examiner to make an independent determination.

Pursuant to 37 CFR 1.52(e), Applicant encloses two (2) compact discs. One of the compact discs is the original and labeled "Copy 1" and the other is identical and labeled "Copy 2." Pursuant to 37 CFR 1.52(e)(3), Applicant encloses an information data sheet or sequence listing of the references cited on Forms PTO 1449 (XIII-XV) as well as scanned copies (in PDF format) of all the references listed.

**CERTIFICATE OF MAILING UNDER 37 CFR §1.8**

I hereby certify that this document (along with any referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as First Class mail in an envelope addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

June 3, 2004  
Date

Clarissa Lo  
Clarissa Lo

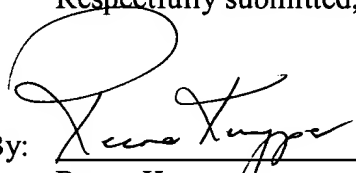
06/09/2004 MBLANCO 00000005 501636 09317807

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Applicant requests that under 37 C.F.R. 1.97(c), the accompanying Forms PTO-1449 that list the references should be placed in this file to make it available for future access by others. This Information Disclosure Statement is filed in accordance with 37 C.F.R. §§ 1.97(c) and 1.98. The Examiner is hereby authorized to charge the requisite fee (indicated in the accompanying transmittal) and any deficiencies or any additional fee required by this paper to A2D L.P.'s Deposit Account No. 50-1636.

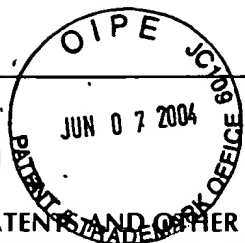
Respectfully submitted,

Dated: June 3, 2004

By:   
Reena Kuyper  
Reg. No. 33,830

9220 Sunset Blvd., Suite 315  
Los Angeles, California 90069  
(310) 247-8191

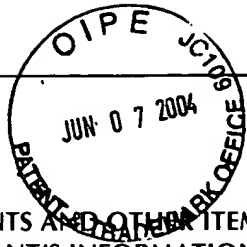
<b>FORM PTO-1449</b> <b>SUPPLEMENTAL XIII</b>  <b>LIST OF PATENTS AND OTHER ITEMS FOR APPLICANT'S INFORMATION DISCLOSURE STATEMENT</b>  (Use several sheets if necessary)	<b>ATTY. DOCKET NO.</b> 6646-108N5	<b>SERIAL NO.</b> 09/317,807
	<b>APPLICANT:</b> Ronald A. KATZ	
	<b>FILING DATE:</b> May 24, 1999	<b>GROUP:</b> 2643



U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE
		4,932,042	06/05/90	Baral et al.			
		5,243,643	09/07/93	Sattar et al.			
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, etc.)							<b>RECEIVED</b> <b>JUL 07 2004</b>
		Bonnell, Fraser, "Audio Response At Tymshare," Nov. 5, 1982.					Technology Center 2600
		Calabrese, Thomas E., "Advanced Function VRU Applications," The Travelers Companies, date unknown.					
		Carroll, Bob, "Linking ACDs With Audio Response Units," Telemarketing, Sept. 1985, pp. 40-43					
		"Center Closed-By-Gate Announcement," Switching Systems Division, Rockwell Telecommunications, Inc., Downers Grove, IL, Technical Data Sheet, Rockwell International, date unknown.					
		"CLASS Feature: Calling Number Delivery," Bell Communications Research, Technical Reference, TR-TSY-000031, Issue 2, June 1988.					
		Cloward, William H., "Sophisticated, High Speech Capacity Voice Response Applications For End Users," The Official Proceedings Of Speech Tech '86, Voice Input/Output Applications Show And Conference, April 28-30, 1986, New York, NY, pp. 58-61.					
		"Cost-Saving Features In An ISDN Future," Telecommunications By Rockwell, Rockwell International, date unknown.					
		Friedes, A., et al., "ISDN Opportunities For Large Business - 800 Service Customers," IEEE International Conference on Communications '86, Toronto, Canada June 22-25, 1986, pp. 28-32.					
		Grant, Steven C., et ano., "The Teleconnect Guide To Automatic Call Distributors," Bookcrafters, Chelsea, MI, 1985, pp. 4-16					
		"Integrated Switching System Functional Description," Rockwell International, date unknown.					
		"Gate Call Limiting Option," Communications Switching Systems Division/Dallas, TX, Technical Data Sheet, Rockwell International, date unknown.					
		"Gate Call Limiting Option," Switching Systems Division, Rockwell Telecommunications, Inc., Downers Grove, IL, Technical Data Sheet, Rockwell International, date unknown.					
		Hladik, William M., et al., "Mechanizing The Customer Access To Network Trouble Reporting Operations," Bell Communications Research, Inc., ISSLS 88, The International Symposium On Subscriber Loops And Services Proceedings, Boston, MA, Sept. 11-16, 1988, pp. 0262-0266.					
		"Rockwell Sales And Marketing System Option," Switching Systems Division, Rockwell Telecommunications, Inc., Downers Grove, IL, Technical Data Sheet, Rockwell International, date unknown.					
		Wang, Emil, "Intelligent Call Processing In Automatic Call Distributors," Business Communications Review, Jan.-Feb. 1988, pp. 22-26.					

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EXAMINER: Initial if reference is considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include a copy of this form with next communication to applicant	

<b>FORM PTO-1449</b>  <b>SUPPLEMENTAL XIV</b>  <b>LIST OF PATENTS AND OTHER ITEMS FOR APPLICANT'S INFORMATION DISCLOSURE STATEMENT</b>  (Use several sheets if necessary)	<b>ATTY. DOCKET NO.</b> 6646-108N5	<b>SERIAL NO.</b> 09/317,807
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U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE
		3,555,198	01/12/71	Stepan	_____	_____	_____
		4,985,913	01/15/91	Shalom et al.	_____	_____	_____
		4,951,310	08/21/90	Honda et al.	_____	_____	_____
		5,029,196	07/02/91	Morganstein	_____	_____	_____
		5,841,837	11/24/98	Fuller et al.	_____	_____	_____

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, etc.)		
		General Trading Co., Inc., VoiceStar Proposal Jan. 29, 1988 (Vz Cal 339367-339414)
		Gitlin, Bob, "Impersonal Touch? Risk Management Resources' Bottom Line Outweighs Criticism of Voice Processing," Communications News, Feb. 1, 1990, Vol. 27, No. 2.
		Periphonics Corporation, Bank of American Versatel Home Banking System, Sept. 2, 1980 (Vz Cal 339415-339456)

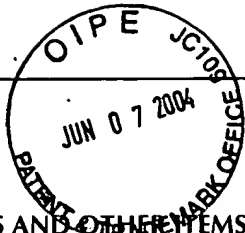
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<b>FORM PTO-1449</b>  <b>SUPPLEMENTAL XV</b>  <b>LIST OF PATENTS AND OTHER ITEMS FOR APPLICANT'S INFORMATION DISCLOSURE STATEMENT</b>  (Use several sheets if necessary)	<b>ATTY. DOCKET NO.</b> 6646-108N5	<b>SERIAL NO.</b> 09/317,807
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		3,622,995	11/23/1971	Dilks	-----	-----	3/21/1969
		3,725,596	4/3/1973	Maxon et al.	-----	-----	11/12/1971
		3,725,597	4/3/1973	Streisand	-----	-----	7/1/1971
		4,438,824	3/27/1984	Mueller-Schloer	-----	-----	4/22/1981
		4,484,031	11/20/1984	Gray et al.	-----	-----	6/21/1982
		4,656,624	4/7/1987	Collins et al.	-----	-----	5/3/1985
		4,755,872	7/5/1988	Bestler et al.	-----	-----	7/29/1985
		4,782,508	11/1/1988	Borchering et al.	-----	-----	3/3/1986
		Re. 34,587	4/19/1994	Crane et al.	-----	-----	4/19/1994
		3,689,703	9/5/1972	Allen et al.	-----	-----	9/5/1972
		3,752,904	8/14/1973	Waterbury	-----	-----	8/9/1971
		4,531,023	7/23/1985	Levine	-----	-----	8/13/1982
		4,612,416	9/16/1986	Emerson et al.	-----	-----	1/22/1985
		4,763,353	8/9/1988	Canale et al.	-----	-----	2/14/1986
		5,402,472	3/28/1995	McLampy et al.	-----	-----	4/23/1992

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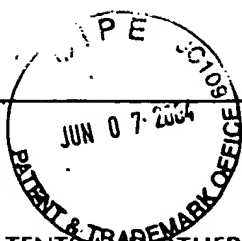
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FOREIGN PATENT DOCUMENTS								
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
							YES	NO
		54-061807	5/18/1979	Japan			X (abstract only)	
		55-010246	1/24/1980	Japan			X (abstract only)	

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		56-044958	4/24/1981	Japan			X (abstract only)	
		57-045767	3/15/1982	Japan			X (abstract only)	
		57-162867	10/6/1982	Japan			X (abstract only)	
		01-098362	4/17/1989	Japan			X (abstract only)	
		62-038933	02/19/1987	Japan			X (abstract only)	

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OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, etc.)	
	Steven C. Grant and Yvonne Brooks Grant, <i>The Teleconnect Guide to Automatic Call Distributors</i> , 2 <sup>nd</sup> Ed. January 1985, ("The Teleconnect Guide")
	<i>Special Feature: The Automated Switchboard Attendant in the Telemanagement Report</i> , pp. 49-56, Vol. 2, No. 5 (15), June 1984 ("The Telemanagement Report")
	Via Cable, Vol. 2, No. 7 (November 1982)
	Via Cable, Vol. 3, No. 1 (December/January 1983)
	CableData U.S. Computer System Annual Report (1982)
	Letter from Douglas Semon, Director of Engineering, New Technology Development, Viacom Cable to Mr. Semir Serazi, CATV Division, Zenith Electronics Corp., dated February 22, 1985
	Letter from Andrew Paff, Manager, New Business Development to Donna Brickell, Project Manager, Pacific Bell, dated May 21, 1985
	<i>A Trick of a National Pay-Per-view Ordering and Billing System</i> , published by the 1986 Convention Technical Program Committee of the National Cable Television Association (March 1986)
	Viacom Cable Memo dated May 30, 1986
	Customer Interface User Manual dated October 18, 1986
	Viacom Memo dated November 26, 1986
	Undated document entitled "Pacific/CATV Hybrid Pay-Per-View Feature"
	The Yankee Group, "Cable and the Telcos: From Confrontation to Détente," - Jun. 1983, pp. 162-167
	"The Voice," VCT Quarterly Newsletter, Volume 1, No. 2, Winter 1986, pp. 1-6 (Vz Cal 291279-291284)

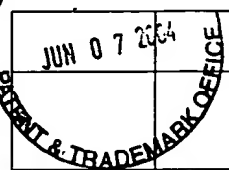
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	"The Voice," VCT Quarterly Newsletter, Volume 2, No. 3, Winter 1987, pp. 1-6 (Vz Cal 291273-291278)
	Reisman, Bert, "New IBM Audio Response Unit Enables Computer To Answer Information Inquiries With Voice Messages," IBM Technical Information, January 24, 1964, pp. 1-3 (press release) (Vz Cal 114854-114856)
	"IBM system/360 Component Description, IBM 7772 Audio Response Unit," IBM Systems Reference Library, File Number S360-09, Form A27-2711-0, 1966, pp. 5-29 (Vz Cal 92638-92669)
	"The Mississauga Transit Demonstration of the Automatic Bus Passenger Information Concept," Prepared for the Urban Transportation Research Branch of Canadian Surface Transportation Administration Transport Canada, Montreal, Quebec, March 1979, 10 pages (Vz Cal 114898-114906)
	Oliver, G.P., "Architecture of System X, Part 3-Local Exchanges," <i>POEEJ</i> , Vol. 73, April 1980, pp. 27-34 (Vz Cal 92702-92709)
	Letter from Murphy (ASI Teleprocessing) to Koprucu (International Tech) re ASI Teleprocessing and its SolidVoice System, 5/27/80 (Vz Cal 134785)
	Shepard, H., et al., "Functional Specification for Bank of America, EBR - Bank Card Systems, San Francisco, California, August 8, 1980," August 8, 1980 (Vz Cal 137696-137721)
	"Calling Card Service Debuts in St. Louis, Marks a significant change in customer calling service," <i>Bell Labs News</i> , October 5, 1961?, 2 pages (Vz Cal 134090-134091, and duplicate under Vz Cal 93043-93044)
	"BT-II Data Entry/Voice Response Processor," PTC, Perception Technology Corporation, 6 pages (Vz Cal 133904-133909)
	Special Edition: 1983 Buyer's Guide Issue, <i>Speech Technology</i> , Math/Machine Voice Communications, Vol. 1, No. January/February 1983, 9 pages (introductory pages for the following articles) (Vz Cal 80988-80996)
	Lea, Wayne, "Selecting the Best Speech Recognizer for the Job," <i>Speech Technology</i> , Jan/Feb. 1983, pp. 10-29 (Vz Cal 80997-81016)
	Voiers, William D., "Evaluating Processed Speech Using the Diagnostic Rhyme Test," <i>Speech Technology</i> , Jan/Feb. 1983, pp. 30-39 (Vz Cal 81017-81026)
	Rubinchek, Benjamin, "Toward Standards for Speech I/O Systems," <i>Speech Technology</i> , Jan/Feb. 1983, pp. 40-42 (Vz Cal 81027-81031)
	Sorace, R.E., et al., "Interactive Voice and Video Game Shows Off Speech Recognizer Advances," <i>Speech Technology</i> , Jan/Feb. 1983, pp. 45-53 (Vz Cal 81032-81041)
	"Voice Leaders Speak Out," <i>Speech Technology</i> , Jan/Feb. 1983, pp. 55-69 (Vz Cal 81042-81056)

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	"What's The Best Way to Analyze Speech and Other Non-Stationary Signals?" "Digital Sound", <i>Speech Technology</i> , Jan/Feb. 1983, 2 pages (Vz Cal 81110-81111)
	Datavoice Technology, Publication #3850201A, January 1983, Periphonics (Vz Cal 140657-140678)
	Shepard, H., et al., Functional Specification for First Hawaiian Bank, 165 South King Street, Honolulu, Hawaii 96847, Original: September 26, 1980, First Revision: September 13, 1982, Second Revision: October 13, 1983, System Number: 2010, Reference Number: 12038 (Vz Cal 137521-137564)
	Computer System Proposal for Oceanic Cablevision, Honolulu, Hawaii, November 17, 1983, by Business Systems, Inc., 2720 Wade Hampton Blvd., Greenville, S.C. 29615 (Vz Cal 92432-92436)
	Touch Tone Data Entry/Voice Response Systems, The Perception Technology Corporation Marketing Agreement (Advance Copy), Prepared by: AT&T Information Systems, W. Gourley, R. Fortin, J. Maynes, May 1984 (Vz Cal 79189-79238)
	Special Feature, The Automated Switchboard Attendant, <i>The Telemanagement Report</i> , Volume 2, Number 5 (15) - June 1984, pp. 50-56 (Vz Cal 114914-114921)
	Uenohara, Michiyuki, "Speech Products and Their Applications in Japan," NEC Corporation, <i>Speech Tech</i> '85, pp. 273-276 (Vz Cal 92690-92693)
	"The Automated Switchboard Attendant gives you...", Dytel, 4 pages (handwritten date: 6-86) (Vz Cal 85945-85948)
	Kirvan, Paul F., "Centrex Positions Itself for Your Future," <i>Business Communications Review</i> , July-August 1985, Volume 15, Number 4, pp. 2-6 (Vz Cal 87688-87694)
	Hills, Michael T., "Does Equal Access Have a Place in Automatic Route Selection Patterns?" <i>Business Communications Review</i> , July-August 1985, Volume 15, Number 4, pp. 20-25 (Vz Cal 87695-87700)
	McQuillan, John, "Office Automation Strategies," <i>Business Communications Review</i> , July-August 1985, Volume 15, Number 4, pp. 38-39 (Vz Cal 87701-87702)
	AT&T Speech Response Service Product Description, (Advance Copy) 7/22/85 (Vz Cal 135020-135033)
	Bank-By-Phone, Your most convenient way to bank and pay your bills, California First Bank, Form 2850-D, Rev. 9/85 (Vz Cal 92374-92386)
	Kauffman, Marc, "Pay-per-view technologies: Real-time vs. store and forward," <i>Communications Technology</i> , October 1985, pp. 36, 48, 50-52 (Vz Cal 92310-92314)
	Ferber, Leon, "Voice response IPPV," <i>Communications Engineering &amp; Design/The Magazine of</i> , October 1985, 3 pages (Vz Cal 92729-92732)
	Wienski, Robert M., et al., "Getting Ready for ISDN," <i>Business Communications Review</i> , November-December 1985, pp. 2-6 (Vz Cal 87731-87736)
	Speech Response Service, Automated Course Registration for College Administrators, AT&T, 1986, 4 pages (Vz Cal 92352-92355, and duplicate under Vz Cal 134803-134806)
	Toth, Victor J., "Washington Perspective, Computer III - The Challenge That could Be the FCC's Undoing," <i>Business Communications Review</i> , January-February 1986, pp. 25-30 (Vz Cal 140145-140150)
	Toth, Victor, "Telecom Legislation: The Time Is Almost Ripe But this Time Let's Do It Right," <i>Business Communications Review</i> , March-April 1986, pp. 8-12 (Vz Cal 89987-89994)

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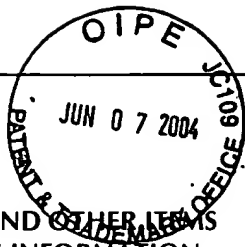
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	Speech Response Service Marketing Guide, Prepared by: AT&T Information Systems, Speech Response Service Product Marketing, April 1986 (Vz Cal 135971-136002)
	Letter from Pollpeter (Rockwell International) to Scally (Perception Technology Corporation) re Rockwell's interest in offering an Audio Response Unit as part of the Galaxy ACD (Automatic Call Distributor) Product Line, 5/27/86, 1 page (Vz Cal 93068)
	Draft Baybanks Systems, Inc. Telephone Banking Requirements Report, Project Number 1816, Prepared by: Becca Ellis, Carol Bubilis, Larry Mariasis, November 7, 1986, pp. 1-37, Exhibit A and Exhibit B (Vz Cal 137618- 137655)
	"AT&T taking role in Ani test in Wis." (date and source illegible) (Vz Cal 82282)
	Voice News, Volume 7, Number 1, January 1987, pp. 1-8 (Vz Cal 79725-79732)
	Letter from Brown (CECORP) to Ferber (NUSC/CU) re request for information on CEVOICE (along with CEVOICE Demo Instructions), 4/29/87, 5 pages total including letter (Vz Cal 92408-92412)
	The Aspect CallCenter, <i>Business Communications Review</i> , Volume 17, Number 3, May-June 1987, pp. 43-45 (Vz Cal 90444-90472)
	Letter from Glenn Appleyard (Phone Programs Inc.) to Scally (Perception Technology Corp.) re Request for Information for equipment to be used by Phone Programs Illinois, Inc. (1 page), 7/9/87 (Vz Cal 92389)
	The Complete Guide to the "Dial-It" Business, by InfoText Magazine, 1988, pp. 1-81 (Vz Cal 92202-92288)
	Gordon, James R., "PBX Vendors Jockey for Position," <i>Business Communications Review</i> , Volume 18, Number 1, January-February 1988, pp. 7-10 (Vz Cal 90163-90168)
	Wallace, Bob, "Amex details experience with ISDN at user meeting; First PRI user cites better productivity, service" <i>Network World, Inc.</i> , October 3, 1988, 3 pages (Vz Cal 89844-89846)
	Sharma, Ranjana, "On the ACD cutting edge," <i>Network World, Inc.</i> , October 17, 1988, 2 pages (Vz Cal 89842-89843)
	"Phone-Based System Reduces Registration Frustration and Costs," T.H.E. (Technological Horizons in Education) Journal, Dec./Jan. 1988/89, 1 page + cover (Vz Cal 92970-92971)
	Toader, Adrian, "'900': Image the opportunities," <i>Voice Processing Magazine</i> , 3 <sup>rd</sup> quarter 1989, 1 page (Vz Cal 92413)
	"Aspect Applications Guide, Application Bridge," <i>Aspect Telecommunication</i> , pp. 1, 3, 5, 7, 9, 11, 13, 15 (Vz Cal 92156-92165)
	"A Load of Technology and Know-How," <i>Inbound/Outbound Magazine</i> , October 1989, 4 pages (Vz Cal 92414-92417)
	Teldear Telephone Data Entry & Audio Response, 5 pages, undated (Vz Cal 135886-135890)
	Korzeniowski, Paul, "Goal Number 1: Cut down on fraudulent transactions. Goal Number 2: Keep the customer satisfied," undated, pp. 35-37 (Vz Cal 91810-91811)
	PEP - Phone Entry Processor, 1984 Cable Data, 2 pages (Vz Cal 134831-134832)
	"Data Entry/Voice Response, Today's simplest, most cost-effective approach to data entry and retrieval," by Perception Technology, 8 pages, 5/85 (Vz cal 92344-92351)

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	APPLICANT: Ronald A. KATZ	
	FILING DATE: May 24, 1999	GROUP: 2643



	Urix Corporation Product Data, 5 pages, 1984 (Vz Cal 134815-134819)
	Field, Rebecca R., "SMDR - Designing A Resource Management Tool," <i>Business Communications Review</i> , January-February 1985, pp. 19-27 (Vz Cal 87590-87598)
	"Voice response systems offer many benefits," <i>Telecommunication Technology</i> , Vol. 4, No. 4, April 1986, 4 pages (Vz Cal 79092-79095)
	Addendum for Colombia: The ANI Feature, October 1986, pp. 1-11 (Vz Cal 96113-96123)
	"Getting the Vendor's Attention", "Northern Announces ISDN for SL-1s and SL-100S", "Who Will Play in AT&Ts UNMA Game?" <i>Business Communications Review</i> , November-December 1987, 2 pages (Vz Cal 90550-90551)
	"Lo-Ad Communications, Preliminary Functional Specification," by: Ken Teagan (Software Engineer), May 19, 1989, Lo-Ad Communications, pp. 1-14 (Vz Cal 92418-92431)
	"Turning the Clock Back to a Good Idea," <i>Communication &amp; Computer Product &amp; Software News</i> , March/April 1990, reprint by Periphonics, 1 page (Vz Cal 133903)
	"Voice mail soars at TWA," undated, 1 page (Vz Ca; 134402)
	Letter from Steinhoff (Dytel Corporation) to Pavelle (Symbolics Inc.) re The Automated Switchboard Attendant, enclosing brochure (The Automated Switchboard Attendant Product Notes, Issue 2 - November 1983 (1 page letter and 4 page brochure), 12/9/85 (Vz Cal 92317-92321)
	Toth, Victor J., "Washington Perspective, The AT&T and GTE Consent Decrees - One Decree Too Many," <i>Business Communications Review</i> , (handwritten date: 1985), 1 page (Vc Cal 87599)
	Neville, Thomas J., "Using ANI For Pay-Per-View Television," undated, 1 page (Vz Cal 92315)

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EXAMINER:	DATE CONSIDERED:
EXAMINER: Initial if reference is considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include a copy of this form with next communication to applicant	

INFORMATION FOR COMPACT DISC 1 OF 1

Machine format: IBM-PC  
 Operating system compatibility: MS-Windows  
 List of Files contained on this disc:

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## I. Supplemental XIII

## a. Other Documents

<i>Name</i>	<i>File Type</i>	<i>Size</i>	<i>Date of Creation</i>
Bonnel, Audio Response at TYMSHARE.pdf	Adobe Acrobat Document	2309 KB	06/26/2003
Calabrese, Advanced Function VRU Applications.pdf	Adobe Acrobat Document	1448 B	06/25/2003
Carroll, Linking ACDs with Audio Response Units.pdf	Adobe Acrobat Document	441 KB	06/26/2003
Center Closed-By-Gate Announcement, Switching Systems Divis.pdf	Adobe Acrobat Document	93 KB	06/25/2003
Class Feature Calling Number Delivery.pdf	Adobe Acrobat Document	1235 KB	06/26/2003
Cloward, Sophisticated, High Speech Capacity Voice Response.pdf	Adobe Acrobat Document	703 KB	06/25/2003
Cost-Saving Features In An ISDN Future, Telecommunications .pdf	Adobe Acrobat Document	400 KB	06/25/2003
Friedes, ISDN Opportunities For Large Business – 800 Servic.pdf	Adobe Acrobat Document	1593 KB	06/25/2003
Gate Call Limiting Option, Communications Switching Systems.pdf	Adobe Acrobat Document	59 KB	06/25/2003
Gate Call Limiting Option, Switching Systems Division, Rock.pdf	Adobe Acrobat Document	70 KB	06/25/2003
Grant, The Teleconnect Guide to Automatic Call Distributors.pdf	Adobe Acrobat Document	641 KB	06/26/2003
Hladik, Mechanizing The Customer Access To Network Trouble .pdf	Adobe Acrobat Document	597 KB	06/25/2003
Integrated Switching System Functional Description, Rockwel.pdf	Adobe Acrobat Document	3952 KB	06/25/2003
Rockwell Sales And Marketing System Option, Rockwell Teleco.pdf	Adobe Acrobat Document	378 KB	06/25/2003
Wang, Intelligent Call Processing in Automatic Call Distributors.pdf	Adobe Acrobat Document	544 KB	06/26/2003

## b. US Patent Documents

<i>Name</i>	<i>File Type</i>	<i>Size</i>	<i>Date of Creation</i>
4932042 Baral et al..pdf	Adobe Acrobat Document	614 KB	06/26/2003
5243643 Sattar et al..pdf	Adobe Acrobat Document	2610 KB	06/26/2003

## II. Supplemental XIV

## a. Other Documents

<i>Name</i>	<i>File Type</i>	<i>Size</i>	<i>Date of Creation</i>
General Trading Co., Inc., VoiceStar Proposal Jan. 29, 1988 (Vz Cal 339367-339414)	Adobe Acrobat Document	1996 KB	05/28/2004
Gitlin, Bob - Impersonal Touch	Adobe Acrobat Document	122 KB	03/15/2004
Periphonics Corporation, Bank of American Versatel Home Banking System, Sept. 2, 1980 (Vz Cal 339415-339456)	Adobe Acrobat Document	1883 KB	05/28/2004

## b. US Patent Documents

<i>Name</i>	<i>File Type</i>	<i>Size</i>	<i>Date of Creation</i>
3555198 Stepan et al.	Adobe Acrobat Document	439 KB	03/04/2004
4951310 Honda et al.	Adobe Acrobat Document	972 KB	03/04/2004
4985913 Shalom et al.	Adobe Acrobat Document	958 KB	03/04/2004
5029196 Morganstein	Adobe Acrobat Document	1290 KB	03/04/2004
5841837 Fuller et al.	Adobe Acrobat Document	5792 KB	03/05/2004

## III. Supplemental XV

## a. US Patent Documents

<i>Name</i>	<i>File Type</i>	<i>Size</i>	<i>Date of Creation</i>
3622995 Dilks	Adobe Acrobat Document	975 KB	06/02/2004
3725596 Maxon et al.	Adobe Acrobat Document	1300 KB	06/02/2004
3725597 Streisand	Adobe Acrobat Document	904 KB	06/02/2004
4438824 Mueller-Schloer	Adobe Acrobat Document	977 KB	06/02/2004
4484031 Gray et al.	Adobe Acrobat Document	694 KB	06/02/2004
4656624 Collins et al.	Adobe Acrobat Document	1623 KB	06/02/2004
4755872 Bestler et al.	Adobe Acrobat Document	3071 KB	06/02/2004
4782508 Borchering et al.	Adobe Acrobat Document	477 KB	06/02/2004
RE034587 Crane et al.	Adobe Acrobat Document	1219 KB	06/02/2004
3689703 Allen et al.	Adobe Acrobat Document	1194 KB	06/02/2004
3752904 Waterbury	Adobe Acrobat Document	795 KB	06/02/2004
4531023 Levine	Adobe Acrobat Document	994 KB	06/02/2004
4612416 Emerson et al.	Adobe Acrobat Document	1123 KB	06/02/2004
4763353 Canale et al.	Adobe Acrobat Document	913 KB	06/02/2004
5402472 McLampy et al.	Adobe Acrobat Document	2579 KB	06/02/2004

## b. Foreign Patent Documents

<i>Name</i>	<i>File Type</i>	<i>Size</i>	<i>Date of Creation</i>
JP 01-098362	Adobe Acrobat Document	60 KB	06/02/2004
JP 54-061807	Adobe Acrobat Document	53 KB	06/02/2004
JP 55-010246	Adobe Acrobat Document	66 KB	06/02/2004
JP 56-044958	Adobe Acrobat Document	63 KB	06/02/2004
JP 57-045767	Adobe Acrobat Document	59 KB	06/02/2004
JP 57-162867	Adobe Acrobat Document	60 KB	06/02/2004
JP 62-038933	Adobe Acrobat Document	67 KB	06/03/2004

## c. Other Documents

<i>Name</i>	<i>File Type</i>	<i>Size</i>	<i>Date of Creation</i>
SUP XV, PAGE 2 - A Trick of a National Pay-Per-view Orderin.pdf	Adobe Acrobat Document	575 KB	06/02/2004
SUP XV, PAGE 2 - CableData U.S. Computer System Annual Repo.pdf	Adobe Acrobat Document	5980 KB	06/02/2004
SUP XV, PAGE 2 - Customer Interface User Manual dated Octob.pdf	Adobe Acrobat Document	753 KB	06/02/2004
SUP XV, PAGE 2 - Douglas Semon, Viacom Cable to Mr. Semir S.pdf	Adobe Acrobat Document	124 KB	06/02/2004
SUP XV, PAGE 2 - Grant, Steven C. and Yvonne Brooks Grant, .pdf	Adobe Acrobat Document	13413 KB	06/02/2004
SUP XV, PAGE 2 - Letter from Andrew Paff, Manager, New Busi.pdf	Adobe Acrobat Document	332 KB	06/02/2004
SUP XV, PAGE 2 - Pacific CATV Hybrid Pay-Per-View Feature.pdf	Adobe Acrobat Document	231 KB	06/02/2004
SUP XV, PAGE 2 - Special Feature The Automated Switchboard .pdf	Adobe Acrobat Document	594 KB	06/02/2004
SUP XV, PAGE 2 - The Voice, VCT Quarterly Newsletter, Vo(2).pdf	Adobe Acrobat Document	907 KB	06/02/2004
SUP XV, PAGE 2 - The Voice, VCT Quarterly Newsletter, Volum.pdf	Adobe Acrobat Document	718 KB	06/02/2004
SUP XV, PAGE 2 - The Yankee Group, Cable and the Telcos.pdf	Adobe Acrobat Document	352 KB	06/02/2004
SUP XV, PAGE 2 - Via Cable, Vol. 2, No. 7 (November 1982).pdf	Adobe Acrobat Document	1595 KB	06/02/2004
SUP XV, PAGE 2 - Via Cable, Vol. 3, No. 1 (December-January.pdf	Adobe Acrobat Document	1067 KB	06/02/2004
SUP XV, PAGE 2 - Viacom Cable Memo dated May 30, 1986.pdf	Adobe Acrobat Document	79 KB	06/02/2004
SUP XV, PAGE 2 - Viacom Memo dated November 26, 1986.pdf	Adobe Acrobat Document	890 KB	06/02/2004
SUP XV, PAGE 3 - Baker, Janet M., et al., Aspects of Stocha.pdf	Adobe Acrobat Document	825 KB	06/02/2004
SUP XV, PAGE 3 - Bell, Donald, et al., Designing Experiment.pdf	Adobe Acrobat Document	2314 KB	06/02/2004
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SUP XV, PAGE 3 - Calling Card Service Debuts in St. Louis.pdf	Adobe Acrobat Document	437 B	06/02/2004

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SUP XV, PAGE 3 - IBM system 360 Component Description.pdf	Adobe Acrobat Document	1629 KB	06/02/2004
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SUP XV, PAGE 3 - Oliver, G.P., Architecture of System X.pdf	Adobe Acrobat Document	1018 KB	06/02/2004
SUP XV, PAGE 3 - Prull, Dale W., Signal Squeezing Produces .pdf	Adobe Acrobat Document	913 KB	06/02/2004
SUP XV, PAGE 3 - Reisman, Bert, New IBM Audio Response Unit .pdf	Adobe Acrobat Document	250 KB	06/02/2004
SUP XV, PAGE 3 - Rubinchek, Benjamin, Toward Standards for .pdf	Adobe Acrobat Document	1029 B	06/02/2004
SUP XV, PAGE 3 - Shepard, H., et al., Functional Specificat.pdf	Adobe Acrobat Document	818 KB	06/02/2004
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SUP XV, PAGE 3 - Special Edition 1983 Buyer's Guide Issue.pdf	Adobe Acrobat Document	1953 KB	06/02/2004
SUP XV, PAGE 3 - Stoughton, Alan M., Personal Computers Deliver .pdf	Adobe Acrobat Document	1048 KB	06/02/2004
SUP XV, PAGE 3 - The Mississauga Transit Demonstration .pdf	Adobe Acrobat Document	575 KB	06/02/2004
SUP XV, PAGE 3 - Voice Leaders Speak Out, Speech Technology.pdf	Adobe Acrobat Document	3874 KB	06/02/2004
SUP XV, PAGE 3 - Voiers, William D., Evaluating Processed S.pdf	Adobe Acrobat Document	1074 KB	06/02/2004
SUP XV, PAGE 4 - AT&T Speech Response Service Product Descr.pdf	Adobe Acrobat Document	521 KB	06/02/2004
SUP XV, PAGE 4 - Bank-By-Phone, Your most convenient way to.pdf	Adobe Acrobat Document	698 KB	06/02/2004
SUP XV, PAGE 4 - Chan, Chi Foon, et al., A Total Approach t.pdf	Adobe Acrobat Document	1476 KB	06/02/2004
SUP XV, PAGE 4 - Computer System Proposal for Oceanic Cable.pdf	Adobe Acrobat Document	240 KB	06/02/2004
SUP XV, PAGE 4 - Datavoice Technology, Publication 3850201A.pdf	Adobe Acrobat Document	996 KB	06/02/2004
SUP XV, PAGE 4 - Ferber, Leon, Voice response IPPV.pdf	Adobe Acrobat Document	430 B	06/02/2004
SUP XV, PAGE 4 - Hills, Michael T., Does Equal Access .pdf	Adobe Acrobat Document	1248 KB	06/02/2004
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SUP XV, PAGE 4 - McQuillan, John, Office Automation Strategies.pdf	Adobe Acrobat Document	356 KB	06/02/2004
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SUP XV, PAGE 4 - Special Feature, The Automated Switchboard.pdf	Adobe Acrobat Document	528 KB	06/02/2004
SUP XV, PAGE 4 - Speech Response Service, Automated Course .pdf	Adobe Acrobat Document	605 KB	06/02/2004
SUP XV, PAGE 4 - The Automated Switchboard Attendant .pdf	Adobe Acrobat Document	373 KB	06/02/2004
SUP XV, PAGE 4 - Toth, Victor J., Washington Perspective.pdf	Adobe Acrobat Document	583 KB	06/02/2004
SUP XV, PAGE 4 - Toth, Victor, Telecom Legislation.pdf	Adobe Acrobat Document	637 KB	06/02/2004
SUP XV, PAGE 4 - Touch Tone Data Entry-Voice Response Systems.pdf	Adobe Acrobat Document	2388 KB	06/02/2004
SUP XV, PAGE 4 - Uenohara, Michiyuki, Speech Products and T.pdf	Adobe Acrobat Document	503 KB	06/02/2004
SUP XV, PAGE 4 - What's The Best Way to Analyze Speech .pdf	Adobe Acrobat Document	253 KB	06/02/2004
SUP XV, PAGE 4 - Wienski, Robert M., et al., Getting Ready .pdf	Adobe Acrobat Document	710 KB	06/02/2004
SUP XV, PAGE 5 - A Load of Technology.pdf	Adobe Acrobat Document	453 KB	06/02/2004
SUP XV, PAGE 5 - Aspect Applications Guide.pdf	Adobe Acrobat Document	391 KB	06/02/2004
SUP XV, PAGE 5 - AT&T taking role in Ani test in Wis.pdf	Adobe Acrobat Document	122 KB	06/02/2004
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SUP XV, PAGE 5 - Draft Baybanks Systems, Inc..pdf	Adobe Acrobat Document	780 KB	06/02/2004
SUP XV, PAGE 5 - Gordon, James R., PBX Vendors Jockey for P.pdf	Adobe Acrobat Document	622 KB	06/02/2004
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SUP XV, PAGE 5 - Letter from Brown (CECORP) to Ferber .pdf	Adobe Acrobat Document	448 KB	06/02/2004
SUP XV, PAGE 5 - Letter from Glenn Appleyard .pdf	Adobe Acrobat Document	46 KB	06/02/2004
SUP XV, PAGE 5 - Letter from Pollpeter .pdf	Adobe Acrobat Document	41 KB	06/02/2004
SUP XV, PAGE 5 - PEP - Phone Entry Processor.pdf	Adobe Acrobat Document	93 KB	06/02/2004
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SUP XV, PAGE 5 - Teldear Telephone Data Entry .pdf	Adobe Acrobat Document	305 KB	06/02/2004
SUP XV, PAGE 5 - The Aspect CallCenter.pdf	Adobe Acrobat Document	402 KB	06/02/2004
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SUP XV, PAGE 5 - Toader, Adrian, 900 Image .pdf	Adobe Acrobat Document	108 KB	06/02/2004

SUP XV, PAGE 5 - Voice News, Volume 7, Number 1, January 1987.pdf	Adobe Acrobat Document	673 KB	06/02/2004
SUP XV, PAGE 5 - Wallace, Bob, Amex details experience .pdf	Adobe Acrobat Document	133 KB	06/02/2004
SUP XV, PAGE 6 - Addendum for Colombia.pdf	Adobe Acrobat Document	288 KB	06/02/2004
SUP XV, PAGE 6 - Field, Rebecca R., SMDR .pdf	Adobe Acrobat Document	824 KB	06/02/2004
SUP XV, PAGE 6 - Getting the Vendor's Attention.pdf	Adobe Acrobat Document	277 KB	06/02/2004
SUP XV, PAGE 6 - Letter from Steinhoff .pdf	Adobe Acrobat Document	254 KB	06/02/2004
SUP XV, PAGE 6 - Lo-Ad Communications.pdf	Adobe Acrobat Document	474 KB	06/02/2004
SUP XV, PAGE 6 - Neville, Thomas J., Using ANI .pdf	Adobe Acrobat Document	116 KB	06/02/2004
SUP XV, PAGE 6 - Toth, Victor J., Washington Perspective.pdf	Adobe Acrobat Document	129 KB	06/02/2004
SUP XV, PAGE 6 - Turning the Clock Back .pdf	Adobe Acrobat Document	123 KB	06/02/2004
SUP XV, PAGE 6 - Urix Corporation Product Data.pdf	Adobe Acrobat Document	427 KB	06/02/2004
SUP XV, PAGE 6 - Voice mail soars at TWA.pdf	Adobe Acrobat Document	95 KB	06/02/2004
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<b>TRANSMITTAL FORM</b>  (to be used for all correspondence after initial filing)	Application Number	09/317,807
	Filing Date	May 24, 1999
	First Named Inventor	Ronald A. KATZ
	Art Unit	2643
	Examiner Name	S. Woo
Total Number of Pages in This Submission	Attorney Docket Number	6646-108N5

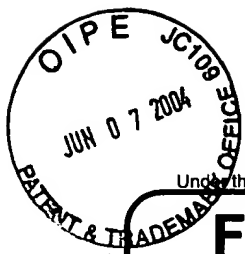
ENCLOSURES (Check all that apply)		
<input checked="" type="checkbox"/> Fee Transmittal Form <input checked="" type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input checked="" type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation <input type="checkbox"/> Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input checked="" type="checkbox"/> CD, Number of CD(s) <u>2</u>	<input type="checkbox"/> After Allowance communication to Technology Center (TC) <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below):
<div>Remarks</div> <div>Form PTO-1449 Supplemental XIII - XIV (8 pgs); Information data sheet pursuant to 37 CFR 1.52(e)(3) for Disc 1 of 1 (4 pgs); Return postcard</div> <div><b>RECEIVED</b> JUL 07 2004 Technology Center 2000</div>		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	Reena Kuyper, Registration No. 33,830
Signature	<i>Reena Kuyper</i>
Date	June 3, 2004

CERTIFICATE OF TRANSMISSION/MAILING			
I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.			
Typed or printed name	Clarissa Lo		
Signature	<i>Clarissa Lo</i>	Date	June 3, 2004

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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PTO/SB/17 (10-03)  
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U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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# FEE TRANSMITTAL for FY 2004

Effective 10/01/2003. Patent fees are subject to annual revision.

☐ Applicant claims small entity status. See 37 CFR 1.27

TOTAL AMOUNT OF PAYMENT (\$ ) 180.00

## Complete if Known

Application Number 09/317,807  
Filing Date May 24, 1999  
First Named Inventor RONALD A. KATZ  
Examiner Name S. Woo  
Art Unit 2643  
Attorney Docket No. 6646-108N5

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## METHOD OF PAYMENT (check all that apply)

☐ Check ☐ Credit card ☐ Money Order ☐ Other ☐ None

☒ Deposit Account:

Deposit Account Number 50-1636  
Deposit Account Name A2D, LP

The Director is authorized to: (check all that apply)

☒ Charge fee(s) indicated below ☒ Credit any overpayments

☒ Charge any additional fee(s) or any underpayment of fee(s)

☐ Charge fee(s) indicated below, except for the filing fee to the above-identified deposit account.

## FEE CALCULATION

### 1. BASIC FILING FEE

Large Entity		Small Entity		Fee Description	Fee Paid
Fee Code	Fee (\$)	Fee Code	Fee (\$)		
1001	770	2001	385	Utility filing fee	
1002	340	2002	170	Design filing fee	
1003	530	2003	265	Plant filing fee	
1004	770	2004	385	Reissue filing fee	
1005	160	2005	80	Provisional filing fee	
SUBTOTAL (1)					(\$)

### 2. EXTRA CLAIM FEES FOR UTILITY AND REISSUE

Total Claims  -20\*\* =  X  =   
Independent Claims  -3\*\* =  X  =   
Multiple Dependent  =

Large Entity		Small Entity		Fee Description	Fee Paid
Fee Code	Fee (\$)	Fee Code	Fee (\$)		
1202	18	2202	9	Claims in excess of 20	
1201	86	2201	43	Independent claims in excess of 3	
1203	290	2203	145	Multiple dependent claim, if not paid	
1204	86	2204	43	** Reissue independent claims over original patent	
1205	18	2205	9	** Reissue claims in excess of 20 and over original patent	
SUBTOTAL (2)					(\$)

\*\*or number previously paid, if greater; For Reissues, see above

## FEE CALCULATION (continued)

### 3. ADDITIONAL FEES

Large Entity		Small Entity		Fee Description	Fee Paid
Fee Code	Fee (\$)	Fee Code	Fee (\$)		
1051	130	2051	65	Surcharge - late filing fee or oath	
1052	50	2052	25	Surcharge - late provisional filing fee or cover sheet	
1053	130	1053	130	Non-English specification	
1812	2,520	1812	2,520	For filing a request for ex parte reexamination	
1804	920*	1804	920*	Requesting publication of SIR prior to Examiner action	
1805	1,840*	1805	1,840*	Requesting publication of SIR after Examiner action	
1251	110	2251	55	Extension for reply within first month	
1252	420	2252	210	Extension for reply within second month	
1253	950	2253	475	Extension for reply within third month	
1254	1,480	2254	740	Extension for reply within fourth month	
1255	2,010	2255	1,005	Extension for reply within fifth month	
1401	330	2401	165	Notice of Appeal	
1402	330	2402	165	Filing a brief in support of an appeal	
1403	290	2403	145	Request for oral hearing	
1451	1,510	1451	1,510	Petition to institute a public use proceeding	
1452	110	2452	55	Petition to revive - unavoidable	
1453	1,330	2453	665	Petition to revive - unintentional	
1501	1,330	2501	665	Utility issue fee (or reissue)	
1502	480	2502	240	Design issue fee	
1503	640	2503	320	Plant issue fee	
1460	130	1460	130	Petitions to the Commissioner	
1807	50	1807	50	Processing fee under 37 CFR 1.17(q)	
1806	180	1806	180	Submission of Information Disclosure Stmt	
8021	40	8021	40	Recording each patent assignment per property (times number of properties)	180.00
1809	770	2809	385	Filing a submission after final rejection (37 CFR 1.129(a))	
1810	770	2810	385	For each additional invention to be examined (37 CFR 1.129(b))	
1801	770	2801	385	Request for Continued Examination (RCE)	
1802	900	1802	900	Request for expedited examination of a design application	

Other fee (specify) \_\_\_\_\_

\*Reduced by Basic Filing Fee Paid

SUBTOTAL (3) (\$ ) 180.00

SUBMITTED BY		(Complete if applicable)	
Name (Print/Type)	Reena Kuyper	Registration No. (Attorney/Agent)	33,830
Signature		Telephone	310-247-2860
		Date	June 3, 2004

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